You get married. You have children. You get them married. You retire.

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IndiaFirstLife
PROMOTED BY
बैंक ऑफ़ बड़ौदा
Bank of Baroda

PART A

INDIAFIRST LIFE INSURANCE COMPANY LIMITED

Regd. & Corporate Office: 12th & 13th Floor, North [C] Wing, Tower 4, NESCO IT Park, Nesco Center, Western Express Highway, Goregaon (East), Mumbai - 400063. IRDAI Regn No.143. CIN: U66010MH2008PLC183679

To,
DD/MM/YYYY

xxxx
Add 1,
Add 2.
Pin code – xxx xxx

IndiaFirst Life Term Rider – UIN: 143A023V01
Non-Participating, Unit Linked, Individual, Pure Risk Life Rider

Dear Customer,

Congratulations!

You have taken a step towards insuring Your 'Happy Family' and We are glad to be part of this journey with You.

Our products have been designed to be simple and easy to understand, providing true value for money.

We have provided You with the relevant information about Your Rider Policy in this Rider Policy document. This document is simple to understand. Please read it carefully to ensure that this is the right Rider Policy for Your financial needs.

You have a Free Look Period of 30 (Thirty) days beginning from the date of receipt of the Rider Policy document, whether received electronically or otherwise, to review the terms and conditions of the Rider Policy and in case You disagree to any of those terms or conditions, You shall have the option to return the Rider Policy to Us for cancellation, stating the reasons for Your objection thereof, provided that no claim has been made under the Base Policy or Rider Policy. In such an event, irrespective of the reason for cancellation, We shall arrange to refund You the Rider Premium paid under this Rider, subject to deduction of the proportionate risk premium for the period on cover, stamp duty charges, and the expenses incurred by Us on medical examination, if any.

Such a request received by Us for free look cancellation of the Rider Policy shall be processed within 7 (Seven) days of receipt of the request, subject to applicable deductions.

In case of any communication in respect of the Rider Policy; You may contact Us at IndiaFirst Life Insurance Company Ltd, 12th & 13th Floor, North [C] Wing, Tower 4, NESCO IT Park, Nesco Center, Western Express Highway, Goregaon (East), Mumbai - 400063. You can also write to Us at customer.first@indiafirstlife.com or contact Us on 1800 209 8700.

Thank you once again for choosing IndiaFirst Life.

Yours truly,

Authorised Signatory

IndiaFirstLife

Insurance Agent/ Intermediary Details

Name:	
Agent/ Intermediary Code:	
Telephone No.:	
Address:	
E-mail ID :	

IndiaFirst Life Term Rider

Non-Participating, Unit Linked, Individual, Pure Risk Life Rider

UIN [143A023V01]

The Policyholder and the Life Assured named in the Rider Policy Schedule have submitted the Proposal Form together with a personal statement and paid the first instalment of Rider Premium specified herein to the Company for grant of the benefits specified in the Rider Policy Schedule. It is agreed by the Policyholder, the Life Assured and the Company that the Proposal Form and the personal statement together with any report or other documents shall form the basis for issuance of this Policy and that the grant of the benefits under this Rider Policy is subject to due receipt of subsequent instalments of Rider Premiums and due compliance with the terms and conditions contained in this document.

Subject to the terms and conditions of this Rider Policy, the Company agrees that the benefits under this Rider Policy shall become payable on the death of the Life Assured during the Rider Policy Term or on occurrence of the covered event during the Rider Policy Term, as the case may be.

It is further hereby declared that every endorsement issued on this Rider Policy by the Company shall be deemed to be a part of this Rider Policy.

Signed by and on behalf of

IndiaFirst Life Insurance Company Limited

Authorised Signatory

Annexure A - Rider Policy Schedule

I. Rider Policy Details

Company Name:	IndiaFirst Life Insurance Company Limited
Rider Name:	IndiaFirst Life Term Rider
UIN:	143A023V01
Proposal Form Number:	
Rider Policy Number:	<< Same as Policy No. >>
Rider Policy Commencement Date:	DD|MM|YY
Rider Policy Risk Commencement date	
Rider Policy Maturity Date:	DD|MM|YY

II. Rider Details

Rider Policy Term (in years):	Rider Premium Paying Term (in years):
Rider Sum Assured:	Rider Premium Frequency: Single Premium / Regular Premium / Limited Premium
Rider Premium Payment Mode: Single/ Yearly/ Half Yearly/ Quarterly /Monthly	Next Premium Due Date: DD|MM|YY|
Due Date for Payment of Last Rider Premium: DD|MM|YY|	Annualized Rider Premium (in INR):
Installment Rider Premium (in INR):	Extra Rider Premium; if any (in INR):
Applicable Taxes (in INR):	Total Installment Rider Premium (including Applicable Taxes) in INR:

III. Rider Life Assured Details

Name:	
Date of Birth:	DD|MM|YY
Gender:	
Address:	
Telephone No./ Mobile No:	

IV. Insurance Agent/ Intermediary Details

Name:	
Agent/ Intermediary Code:	
Telephone No.:	
Address:	
E-mail ID :	

V. Special Conditions

NIL	

The stamp duty of INR______________ (Rupees in words only) paid by pay order, vide receipt no._______ dated ____________.Government Notification Revenue and Forest Department No. Mudrank 2004/415/CR/690/M-1, dated 31.12.2004 Note: ON EXAMINATION OF THIS RIDER POLICY, if You notice any mistake, then, You may contact Us for correction of the same. The Rider Premium payable under this Rider Policy may differ on the basis of the Extra Rider Premiums, if any, the Premium Payment Mode chosen by You and the applicable Modal Factor. Please read the terms and conditions of this Rider Policy carefully to understand the terms referred to in this Rider Policy Schedule.

IndiaFirstLife

PART B

Definitions

We have listed below a few words, terms and phrases which have been used in this Rider Policy along with their meaning for Your easy reference.

Word	Meaning
Age	Age of the Rider Life Assured as at the last birthday on the Rider Policy Commencement Date and on any subsequent Rider Policy Anniversary.
Annexure	Any annexure, endorsement attached to this Rider Policy as changed/ modified and issued by Us from time to time.
Annualized Rider Premium	An amount which is payable in a Rider Policy Year, excluding the taxes, underwriting Extra Rider Premiums and loadings for modal Rider Premiums, if any.
Base Policy	Means the life insurance policy issued to You by Us to which this Rider Policy is attached.
BAUP	Means Board Approved Underwriting Policy of IndiaFirst Life Insurance Company Limited.
Beneficiary/ Claimant	The person entitled to receive this Rider Policy benefits as per the terms and conditions of this Rider Policy and applicable laws, and includes the Policyholder, Nominee(s) (if valid nomination is effected), Assignee(s) or their heirs, legal representatives or holders of a succession certificates in case Nominee(s) or Assignee(s) is/are not alive at the time of claim.
Extra Rider Premium	An additional amount payable by You, which is determined by Us in accordance with Our BAUP. This is determined on the basis of information provided by You in the Proposal Form of this Rider or on the basis of any other information submitted to Us or through medical examination of the Life Assured subject to Your consent. e.g. We may charge an Extra Rider Premium in case of a Life Assured who is a smoker.
Free Look Period	A period of 30 (Thirty) days from the date of receipt of the Rider Policy, whether received electronically or otherwise, as specified under this Rider Policy.
Grace Period	A period of 30 (Thirty) days from the due date for payment of Premium (without any penalty or late fee) for yearly, half yearly and quarterly Premium payment mode and 15 (Fifteen) days for monthly Premium payment mode. A period of 30 (Thirty) days from the due date for payment of Rider Premium (without any penalty or late fee) for yearly, half yearly and quarterly Premium Payment Mode and 15 (Fifteen) days for monthly Rider Premium Payment Mode. During this period the Rider Policy will be considered to be in-force.
Installment Rider Premium/Rider Premium	An amount that You pay Us during the Rider Premium Paying Term at regular intervals for securing the benefits under this Rider Policy. The Rider Premium payable under this Rider Policy will be determined by Us on the basis of the Premium Payment Mode chosen by You and the applicable Modal Factor. Your Rider Premium is specified in the Rider Policy Schedule. This does not include taxes.
Insurance Act	Insurance Act, 1938, as amended from time to time.
Lapse	Lapse is the status of the Rider Policy when due Rider Premium is not paid within the Grace Period wherein the benefits under the Rider Policy will cease from the date of such unpaid Rider Premium.
Limited Rider Premium	Limited Rider Premium means a Rider Premium which is payable for a limited period, which shall be less than the Rider Policy Term.
Modal Factor	A factor used by Us for calculating the Instalment Rider Premium payable by You under this Rider Policy, if You have opted to pay the Rider Premium other than yearly mode. The Modal Factors will be consistent to the Base Policy.
Nominee	Nominee(s) is the person nominated by the Life Assured under the Base Policy, under Section 39 of the Insurance Act, who is authorized to receive the claim benefit payable under this Rider Policy and to give a valid discharge to the Company on settlement of the claim.
Rider	Means the insurance cover(s) added to a Base Policy for additional Premium or charge.
Rider Policy/Rider Policy Document	This IndiaFirst Life Term Rider, which includes this Rider Policy wording (as may be changed/ modified by Us subject to receipt of prior approval of the Regulatory Authority, from time to time), the Proposal Form, Annexures, the Rider Policy Schedule, any tables, information and documents which form a part of this Rider Policy.

Word	Meaning
Rider Policy Anniversary	The annual anniversary of the Rider Policy Commencement Date.
Rider Policy Commencement Date	The date on which this Rider Policy is issued by Us. This is specified in the Rider Policy Schedule.
Rider Policy Maturity Date	Rider Policy Maturity Date means the date specified in the Rider Policy Schedule on which the coverage under the Rider shall terminate, provided the Rider has not been terminated earlier in accordance with the terms and conditions of the Rider Policy.
Rider Policy Schedule	The schedule attached to this Rider Policy as **Annexure A** and if We have issued a revised Rider Policy Schedule, then, such revised Rider Policy Schedule.
Rider Policy Term	The period which starts on the Rider Policy Commencement Date and ends on the Rider Policy Maturity Date.
Rider Policy Year	A period of 12 (Twelve) consecutive months starting from the Rider Policy Commencement Date and ending on the day immediately preceding its annual anniversary and each subsequent period of 12 (Twelve) consecutive months thereafter during the Rider Policy Term.
Rider Premium Paying Term	The time period during which You need to pay Your Rider Premiums regularly to Us for securing the benefits under this Rider Policy. Your Rider Premium Paying Term is specified in the Rider Policy Schedule.
Proposal Form	The proposal form completed and submitted by You based on which We have issued this Rider Policy to You.
Rider Life Assured	Rider Life Assured is the person on whose life this Rider Policy has been issued by Us, as mentioned in the Rider Policy Schedule.
Rider Policy Risk Commencement Date	The date on which the insurance coverage starts under this Rider Policy. This is specified in the Rider Policy Schedule.
Regulatory Authority	The Insurance Regulatory and Development Authority of India (IRDAI) or such other authority or authorities, as may be designated/ appointed under the applicable laws and regulations as having the authority to oversee and regulate life insurance business in India.
Regular Rider Premium	Regular Rider Premium where the Rider Premium is paid throughout the term of Rider Policy.
Revival	Revival of a policy means restoration of the Rider Policy, which was discontinued due to the non-payment of Rider Premium, by the Insurer with all the benefits mentioned in the Rider Policy document, upon the receipt of all the Rider Premiums due and other charges or late fee, if any, during the Revival Period, as per the terms and conditions of the Rider Policy, upon being satisfied as to the continued insurability of the insured or Policyholder on the basis of the information, documents and reports furnished by the Policyholder, in accordance with **BAUP**.
Revival Period	The Revival period shall be same as the Base Policy to which the Rider is attached during which You can pay the due unpaid Rider Premiums and comply with the conditions specified in **Part D.**
Single Rider Premium	Single Rider Premium where the Rider Premium is paid in lump sum at the inception of the Rider Policy.
Total Rider Premiums Paid	Means total of all the Installment Rider Premiums received under this Rider Policy.
We or Us or Our or Insurer or Company or IndiaFirst	IndiaFirst Life Insurance Company Limited.
You or Your or Policyholder or Proposer	The person named as the Policyholder in the Rider Policy Schedule, who has taken this Rider Policy from Us.

PART C

1. Benefits under the Rider Policy

1.1 Rider Death Benefit

In the unfortunate event of the Rider Life Assured's death during the Rider Policy Term, while the Rider Policy is in-force, the Beneficiary/Claimant will receive a lump sum amount equal to the Rider Sum Assured under the IndiaFirst Life Term Rider. The Rider Policy shall terminate once Rider Death Benefit is paid.

1.2 Maturity benefit

There is no maturity or survival benefit payable under this Rider. This is a non-participating pure Risk term Rider.

1.3 Surrender Benefit

Upon expiry of the Grace Period, in case of non-payment of due Rider Premium or upon surrender of the Base Policy, the rider cover Lapses, and no Rider Policy benefits will be payable.

The Rider cover can be revived within the Revival Period subject to conditions as allowed under the Base Policy. If this Rider Policy is not revived within the allowed Revival Period, the applicable Unexpired Risk Premium, if any, will be paid, and this Rider Policy will be terminated immediately.

For Limited Premium, the Unexpired Risk Premium will be payable after payment of one full Annualized Rider Premium.

Unexpired Risk Premium

For Single Premium,
Unexpired Risk Premium = 50%* [unexpired Rider Policy Term (in years)/original Rider Policy Term (in years)] * Total Rider Premiums Paid

For Limited Premium,
Exit Value = 30%* [unexpired Rider Policy Term (in years) /Original Rider PolicyTerm (in years)] * Total Rider Premiums Paid

For Regular Premium,
No Unexpired Risk Premium shall be paid and the Rider Policy will be Lapsed.

2. Grace Period

The Grace Period will be as per the Base Policy. In case of death during Grace Period, only due Rider Premium before date of occurrence of death will be deducted from the Rider Death Benefit.

You are provided a Grace Period of 15 (Fifteen) days under monthly mode and 30 (Thirty) days for other Rider Premium Payment Modes, in case You miss Your due Rider Premium on the due dates. During the Grace Period, the benefits under this Rider Policy remain unchanged.

If the Base Policy Lapses, then Rider benefit will cease. If due Rider Premiums are not paid within the Grace Period, Rider Policy will Lapse without acquiring any benefit after the expiry of the Grace Period.

PART D

3. Premium Payment

Regular/Limited Rider Premiums can be paid to us by monthly/ quarterly/ half yearly/ yearly payment mode, as selected by You for the Base Policy. The Premiums should be paid on or before the due dates to avoid any lapsation. You are provided a Grace Period of 15 (Fifteen) days under monthly mode and 30 (Thirty) days for other Rider Premium Payment Modes, in case You miss Your due Rider Premium on the due dates. Grace Period terms and conditions will be applicable under Regular/ Limited Rider Premium payment options. At any Rider Policy Anniversary, premium frequency may be altered (in line with the Base Policy) subject to meeting minimum Rider Premium criteria applicable to this Rider.

You should not pay the Rider Premium through cash or bearer instrument to IndiaFirst Life insurance Advisors /Employees/ Insurance Agents. IndiaFirst Life Insurance Advisors/ Employees / Insurance Agents are not authorised to receive the Rider Premium in cash or bearer instrument. Handing over cash or bearer instrument to any IndiaFirst Life Insurance Advisor / Employee/ Insurance Agents is solely at Your own risk and the Company in no way be held responsible for any loss in this regard.

Insurance Rider Premium cheques must be drawn only in favour of IndiaFirst Life Insurance Company Ltd. (Proposal No. for first Rider Premium or Policy No. for renewal Rider Premium should be written behind the cheque). Any cheque payment made shall be deemed to be received by IndiaFirst Life Insurance only when the same has been received by any office of IndiaFirst Life Insurance and after an official receipt is issued by the Company.

4. Reviving Your Lapsed Policy

The Rider cover can be revived within the Revival Period subject to conditions as allowed under the Base Policy.

Revival of Rider Policy is not applicable to Single Rider Premium.

The Policyholder will have an option to purchase a fresh rider attachment for the outstanding term of the Base Policy, subject to the terms and conditions of the Base Policy and the concerned rider.

Limited Rider Premium and Regular Rider Premium policies can be revived as per conditions consistent with the Base Policy.

5. Free Look Period

You have a Free Look Period of 30 (Thirty) days from the date of receipt of the Rider Policy document whether received electronically or otherwise, to review the terms and conditions of the Rider Policy and in case You disagree to any of those terms or conditions, You shall have the option to return the Rider Policy to us for cancellation, stating the reasons for cancellation, provided that no claim has been made under the Base Policy or Rider Policy. In such an event, irrespective of the reason for cancellation, You shall be entitled to a refund of the Rider Premium paid under this Rider, subject only to a deduction of a proportionate risk premium for the period of cover and the expenses incurred by Us on medical examination, if any, of the life to be assured and stamp duty charges.

PART E

6. Charges

There are no charges applicable under this Rider Policy.

PART F

7. Making a Claim

In order to process a claim under this Rider Policy, we will need a written intimation about the claim, upon the death of the Life Assured during the Policy Term. This is the first step towards processing Your claim. The written intimation should also be accompanied with all the required documents as mentioned below:

Death Claim:

i. Proof of Age of the Life Assured, if the Age of the life assured has not been admitted by us.
ii. Claimant's statement and claim intimation report completely filled and signed by Beneficiary/ Claimant.
iii. Valid QR code Scannable Death certificate issued under section 12/17 of registration of Births and Deaths Act 1969 (only in case of death of the Life Assured).
iv. Clear readable copies of Medico Legal Certificate, First Information Report, Panchnama, Inquest report and post mortem report (Only if Death), duly attested by the police (only in case of Accident leading to unnatural death or Permanent Disability of the Life Assured).
v. All Hospitalization documents including discharge summary, Admission Notes and all investigation reports (mandatory only in case the Life Assured was treated for any illness related to the cause of death).
vi. Original Policy document.
vii. A self attested copy of Pan Card of Beneficiary/Claimant. In case Beneficiary/Claimant does not have a pan card issued on his/her name then please submit duly filled and signed Form 60.
viii. Self-attested copy of photo-identity proof and address proof of the Beneficiary/Claimant (e.g. driving license, PAN card, passport, Voter ID card etc.)
ix. Self-attested copy of bank pass book of Beneficiary/Claimant along with cancelled cheque with Printed Nominee name, Ac no and IFSC code available on the same.
x. Any other document or information that we may need for validating and processing the claim

8. Suicide Exclusion

In case of death due to suicide within 12 months from the date of commencement of risk under the policy, the nominee or beneficiary of the policyholder shall be entitled to at least 80% of the total premiums paid till the date of death or the Unexpired Risk Premium Value available as on the date of death whichever is higher, provided the policy is in force.

9. Other Exclusions

No exclusions applicable except suicide claim provision.

10. Nomination:

Nomination of a life insurance Policy may be made in accordance with Section 39 of the Insurance Act, 1938 as amended from time to time, or any other Regulation/Circular issued by the Regulatory Authority. A simplified version of the provisions of Section 39 is provided below:

1) The policyholder of a life insurance on his own life shall nominate a person or persons to whom money secured by the policy shall be paid in the event of his death. Nomination is mandatory to facilitate payment of claim amount in case of death of life assured.
2) Where the nominee is a minor, the policyholder shall appoint any person in the manner laid down by the insurer to receive the money secured by the policy in the event of policyholder's death during the minority of the nominee.
3) Nomination may be incorporated in the text of the policy itself or may be endorsed on the policy communicated to the insurer and can be registered by the insurer in the records relating to the policy.
4) Nomination can be changed at any time before policy matures, by an endorsement or a further endorsement or a will as the case may be.
5) A notice in writing of Change of nomination must be delivered to the insurer for the insurer to be liable to such nominee. Otherwise, insurer will not be liable for any payment under the policy made bonafide by the insured to the nominee unless it is mentioned in the text of the policy or in the registered records of the insurer.
6) Fee for registering cancellation or change of the nomination(s) may require to be paid to the insurer which shall not exceed Rs. 100/- (Rupees One hundred only) or as may be specified by the Regulatory Authority.
7) On receipt of notice with fee, the insurer should grant a written acknowledgement to the policyholder of having registered a nomination or change thereof.
8) A transfer or assignment made in accordance with Section 38 shall automatically cancel the nomination except in case of assignment to the insurer or other transferee or assignee for purpose of loan or against security or its reassignment after repayment. In such case, the nomination will not get cancelled to the extent of insurer's or transferee's or assignee's interest in the policy. The nomination will get revived on repayment of the loan.
9) The right of any creditor to be paid out of the proceeds of any policy of life insurance shall not be affected by the nomination.
10) In case of nomination by policyholder whose life is insured, if the nominees die before the policyholder, the proceeds are payable to policyholder or his heirs or legal representatives or holder of succession certificate.
11) In case nominee(s) survive the person whose life is insured, the amount secured by the policy shall be paid to such survivor(s).

12) Where the policyholder whose life is insured nominates his (a) parents or (b) spouse or (c) children or (d) spouse and children (e) or any of them; the nominees are beneficially entitled to the amount payable by the insurer to the policyholder unless it is proved that policyholder could not have conferred such beneficial title on the nominee having regard to the nature of his title.

13) If nominee(s) die after the policyholder but before his share of the amount secured under the policy is paid, the share of the expired nominee(s) shall be payable to the heirs or legal representative of the nominee or holder of succession certificate of such nominee(s).

14) The provisions of sub-section 7 and 8 (13 and 14 above) shall apply to all life insurance policies maturing for payment after the commencement of Insurance Laws (Amendment) Act, 2015 (i.e. 23.03.2015).

15) If policyholder dies after maturity but the proceeds and benefit of the policy has not been paid to him because of his death, his nominee(s) shall be entitled to the proceeds and benefit of the policy.

16) The provisions of Section 39 are not applicable to any life insurance policy to which Section 6 of Married Women's Property Act, 1874 applies or has at any time applied except where before or Insurance Laws (Amendment) Act, 2015, a nomination is made in favour of spouse or children or spouse and children whether or not on the face of the policy it is mentioned that it is made under Section 39. Where nomination is intended to be made to spouse or children or spouse and children under Section 6 of MWP Act, it should be specifically mentioned on the policy. In such a case only, the provisions of Section 39 will not apply.

[Disclaimer: This is not the exact text of Section 39 of the Insurance Act, 1938 and other applicable regulatory provisions and only a simplified version prepared for general information. Policyholders are advised to refer to the Insurance Act, 1938, as amended from time to time and other applicable Regulation/Circulars issued by the Authority for complete and accurate details.]

11. Assignment

Assignment shall be governed as per section 38 of the Insurance Act, 1938 as amended from time to time.

Assignment or transfer of a policy may be made in accordance with Section 38 of the Insurance Act, 1938 as amended from time to time, and any other applicable Regulation/Circulars issued by the Regulatory Authority. A simplified version of the provisions of Section 38 is provided below:

1) This policy may be transferred/assigned, wholly or in part, with or without consideration.

2) An Assignment may be effected in a policy by an endorsement upon the policy itself or by a separate instrument under notice to the Insurer.

3) The instrument of assignment should indicate the fact of transfer or assignment and the reasons for the assignment or transfer, antecedents of the assignee and terms on which assignment is made.

4) The assignment must be signed by the transferor or assignor or duly authorized agent and attested by at least one witness.

5) The transfer or assignment shall not be operative as against an insurer until a notice in writing of the transfer or assignment and either the said endorsement or instrument itself or copy there of certified to be correct by both transferor and transferee or their duly authorized agents have been delivered to the insurer.

6) Fee for granting a written acknowledgement of the receipt of notice of assignment or transfer assignment may require to be paid to the insurer which shall not exceed Rs. 100/- (Rupees One hundred only) or as may be specified by the Regulatory Authority.

7) On receipt of notice with fee, the insurer should Grant a written acknowledgement of receipt of notice. Such notice shall be conclusive evidence against the insurer of duly receiving the notice.

8) If the insurer maintains one or more places of business, such notices shall be delivered only at the place where the policy is being serviced.

9) The insurer may accept or decline to act upon any transfer or assignment or endorsement, if it has sufficient reasons to believe that it is (a) not bonafide or (b) not in the interest of the policyholder or (c) not in public interest or (d) is for the purpose of trading of the insurance policy.

10) Before refusing to act upon endorsement, the Insurer should record the reasons in writing and communicate the same in writing to Policyholder within 30 days from the date of policyholder giving a notice of transfer or assignment.

11) In case of refusal to act upon the endorsement by the Insurer, any person aggrieved by the refusal may prefer a claim to IRDAI within 30 days of receipt of the refusal letter from the Insurer.

12) The priority of claims of persons interested in an insurance policy would depend on the date on which the notices of assignment or transfer is delivered to the insurer; where there are more than one instruments of transfer or assignment, the priority will depend on dates of delivery of such notices. Any dispute in this regard as to priority should be referred to Authority.

13) Every assignment or transfer shall be deemed to be absolute assignment or transfer and the assignee or transferee shall be deemed to be absolute assignee or transferee, except
   a. where assignment or transfer is subject to terms and conditions of transfer or assignment OR
   b. where the transfer or assignment is made upon condition that
      i. the proceeds under the policy shall become payable to policyholder or nominee(s) in the event of assignee or transferee dying before the insured OR
      ii. the insured surviving the term of the policy

   Such conditional assignee will not be entitled to obtain a loan on policy or surrender the policy. This provision will prevail notwithstanding any law or custom having force of law which is contrary to the above position.

14) In other cases, the insurer shall, subject to terms and conditions of assignment, recognize the transferee or assignee named in the notice as the absolute transferee or assignee and such person

a. shall be subject to all liabilities and equities to which the transferor or assignor was subject to at the date of transfer or assignment and

b. may institute any proceedings in relation to the policy

c. obtain loan under the policy or surrender the policy without obtaining the consent of the transferor or assignor or making him a party to the proceedings

15) Any rights and remedies of an assignee or transferee of a life insurance policy under an assignment or transfer effected before commencement of the Insurance Laws (Amendment) Act, 2015 shall not be affected by this section.

[Disclaimer: This is not the exact text of Section 38 of the Insurance Act, 1938 and the other applicable regulatory provisions and only a simplified version prepared for general information. Policyholders are advised to refer to the Insurance Act, 1938 as amended from time to time and any other applicable Regulation/Circulars issued by the Regulatory Authority for complete and accurate details.]

12. Rider Policy Ceases/ Ends/ Terminates

This Rider Policy will cease immediately and automatically on the happening of the earliest of any of the following events:

i. On the date of receipt of free-look cancelation request, or

ii. On acceptance of death claim under this Rider Policy, or

iii. On the date of intimation of repudiation of claim in accordance with the provisions of this Rider Policy (Only in case death of the Policyholder), or

iv. On payment of the Unexpired Risk Premium; or

v. On the expiry of the Revival Period, or

vi. On the expiry of Rider Policy Term, or

vii. On the maturity of the Base Policy or the date on which the Base Policy is surrendered, terminated or canceled for any reason, or

viii. On receipt of written request for termination of this Rider, effective from the next Rider Policy Anniversary date

13. Change of Address

You are required to inform Us in writing, about any change in Your/ Nominee(s)'s address with address proof. This will ensure that Our correspondence reaches You/ the Nominee(s) without any delay. We will not be liable on account of Your failure to up-date Your current address in Our records or registering an address with Us which is incorrect.

14. Fraud and Mis-statement:

Fraud and Mis-statement shall be dealt with as per the provisions of Section 45 of Insurance Act, 1938 as amended from time to time. A simplified version of the provisions of Section 45 of the Insurance Act, 1938 is provided below:

1) No Policy of Life Insurance shall be called in question on any ground whatsoever after expiry of 3 years from

a. the date of issuance of policy or

b. the date of commencement of risk or

c. the date of revival of policy or

d. the date of rider to the policy whichever is later.

2) On the ground of fraud, a policy of Life Insurance may be called in question within 3 years from

a. the date of issuance of policy or

b. the date of commencement of risk or

c. the date of revival of policy or

d. the date of rider to the policy whichever is later.

For this, the insurer should communicate in writing to the insured or legal representative or nominee or assignees of insured, as applicable, mentioning the ground and materials on which such decision is based.

3) Fraud means any of the following acts committed by insured or by his agent, with the intent to deceive the insurer or to induce the insurer to issue a life insurance policy:

a. The suggestion, as a fact of that which is not true and which the insured does not believe to be true;

b. The active concealment of a fact by the insured having knowledge or belief of the fact;

c. Any other act fitted to deceive; and

d. Any such act or omission as the law specifically declares to be fraudulent.

4) Mere silence is not fraud unless, depending on circumstances of the case, it is the duty of the insured or his agent keeping silence to speak or silence is in itself equivalent to speak.

5) No Insurer shall repudiate a life insurance Policy on the ground of Fraud, if the Insured / beneficiary can prove that the misstatement was true to the best of his knowledge and there was no deliberate intention to suppress the fact or that such mis-statement of or suppression of material fact are within the knowledge of the insurer. Onus of disproving is upon the policyholder, if alive, or beneficiaries.
6) Life insurance Policy can be called in question within 3 years on the ground that any statement of or suppression of a fact material to expectancy of life of the insured was incorrectly made in the proposal or other document basis which policy was issued or revived or rider issued. For this, the insurer should communicate in writing to the insured or legal representative or nominee or assignees of insured, as applicable, mentioning the ground and materials on which decision to repudiate the policy of life insurance is based.
7) In case repudiation is on ground of mis-statement and not on fraud, the premium collected on policy till the date of repudiation shall be paid to the insured or legal representative or nominee or assignees of insured, within a period of 90 days from the date of repudiation.
8) Fact shall not be considered material unless it has a direct bearing on the risk undertaken by the insurer. The onus is on insurer to show that if the insurer had been aware of the said fact, no life insurance policy would have been issued to the insured.
9) The insurer can call for proof of age at any time if he is entitled to do so and no policy shall be deemed to be called in question merely because the terms of the policy are adjusted on subsequent proof of age of life insured. So, this Section will not be applicable for questioning age or adjustment based on proof of age submitted subsequently.

[Disclaimer: This is not the exact text of Section 45 of the Insurance Act and only a simplified version prepared for general information. Policyholders are advised to refer to the Insurance Act, 1938 as amended from time to time and any other applicable Regulation/ Circulars issued by the Regulatory Authority for complete and accurate details.]

15. Right to Revise/ Delete/ Alter the Terms and Conditions of this Rider Policy

We may revise, delete and/ or alter any of the terms and conditions of this Policy, by sending a prior written notice of 30 (Thirty) days, subject to receipt of prior approval of the Regulatory Authority.

16. Force Majeure

If due to any act of God or State, strike, lock out, legislation or restriction by any government or any other authority or any other circumstances which are beyond Our control and restricts Our performance under this Rider Policy, this Rider Policy will be wholly or partially suspended only for such period.

17. Governing Law and Jurisdiction

All claims, disputes or differences under this Rider Policy will be governed by Indian laws and shall be subject to the jurisdiction of Indian Courts.

18. Turn Around Time for various servicing request and claims processing are as mentioned below:

Policy Servicing TAT's	
Full Surrender	7 Days
Freelook Cancellation	7 Days
Request for Refund of Proposal Deposit	7 days
Refund of outstanding proposal deposit	7 days
Maturity/Survival/Death Claims	
Processing of Maturity claim / penal interest not paid	Due Date
Raising claim requirements after lodging the Death claim	15 Days
Death claim decision without investigation requirement	15 Days
Death claim decision with Investigation requirement	45 Days

19. Issue of duplicate Rider Policy Document

If the Rider Policy Document is lost or destroyed, then, the Policyholder can submit to Us the filled in 'Indemnity Bond for Loss of Policy Document' form, which is available on Our website.

We will issue a duplicate rider policy document duly endorsed to show that it is being issued following the loss or destruction of the original Rider Policy Document.

The Company will not charge any additional fee for the issuance of duplicate Rider Policy Document. Currently, only stamp duty fee (as applicable for the applicable State/Union-Territory) is being charged.

Upon the issue of a duplicate rider policy document, the original Rider Policy Document will cease to have any legal effect.

PART G

20. Policy Servicing and Grievance Handling Mechanism

You may contact Us in case of any grievance at any of Our branches or at Customer Care, IndiaFirst Life Insurance Company Ltd, 12th & 13th Floor, North [C] Wing Tower 4, NESCO IT Park, Nesco Centre, Western Express Highway, Goregaon (East), Mumbai - 400063, Contact No.: 1800 209 8700, Email id: customer.first@indiafirstlife.com. IRDAI Regn No. 143. CIN: U66010MH2008PLC183679

a. An acknowledgment to all such grievances received will be sent immediately from the date of receipt of the grievance.

b. A written communication giving reasons of either redressing or rejecting the grievance will be sent to you within 14 (Fourteen) days from the date of receipt of the grievance. In case We don't receive a revert from You within 8 weeks from the date of registration of grievance, then We will treat the complaint as closed.

However, if you are not satisfied with Our resolution provided or have not received any response within 14 (Fourteen) days, then, you may approach Our Grievance Officer at any of Our branches or you may write to Our Grievance Redressal Officer at grievance.redressal@indiafirstlife.com.

c. If you are not satisfied with the resolution or have not received any response within 14 (Fourteen) days then you can contact the insurance ombudsman. For the list of ombudsman office please refer Annexure B.

d. Further, you may approach the Grievance Cell of the Insurance Regulatory and Development Authority of India (IRDAI) on the following contact details:

IRDAI Grievance Call Centre (IGCC) TOLL FREE NO: 155255

Email ID: complaints@irdai.gov.in

You can also register Your complaint online at

https://bimabharosa.irdai.gov.in/

Address for communication for complaints by fax/paper:

Policyholder Protection & Grievance Redressal Department (PPGR),

Insurance Regulatory and Development Authority of India,

Sy. No. 115/1, Financial District, Nanakramguda

Gachibowli, Hyderabad- 500032 Telangana

IRDAI TOLL FREE NO: 18004254732

Insurance Ombudsman

In case you are dissatisfied with the decision/resolution of the Company, you may approach the Insurance Ombudsman located nearest to you (please refer to Annexure of List of Ombudsmen or visit Our website www.indiafirstlife.com) if your grievance pertains to :

- Delay in settlement of claims, beyond the time specified in the regulations, framed under the Insurance Regulatory and Development Authority Act, 1999;
- any partial or total repudiation of claims by the life insurer;
- disputes over premium paid or payable in terms of insurance policy;
- misrepresentation of policy terms and conditions at any time in the policy document or policy contract;
- legal construction of insurance policies in so far as the dispute relates to claim;
- policy servicing related grievances against insurers and their agents and intermediaries;
- issuance of life insurance policy which is not in conformity with the proposal form submitted by the proposer;
- non issuance of insurance policy after receipt of premium in life insurance; and
- any other matter resulting from the violation of provisions of the Insurance Act, 1938 as amended from time to time or the regulations, circulars, guidelines or instructions issued by IRDAI from time to time or the terms and conditions of the policy contract, in so far as they relate to issues mentioned in clauses above.

The complaint should be made in writing and the same should be duly signed by the complainant or by his legal heir(s), nominee(s) or assignee with full details of the complaint and the contact information of the complainant.

As per provision 14 of the Insurance Ombudsman Rules, 2017, the complaint to the Ombudsman can be made by you or the complainant, within a period of 1 (One) year from the date of rejection of the grievance by Us or after receipt of decision which is not to your satisfaction or after expiry of one month from the date of sending representation to Us if We fail to furnish reply to You provided the same dispute is not already decided by or pending before or disposed of by any court or consumer forum or arbitrator.

All grievances arising out of or in relation to claims/issues arising out this agreement shall only be raised via the grievance redressal mechanism available on the website of the Company and / or agreed in this Agreement. It is clarified that no grievances shall be entertained in case the same are addressed to the personal email ids of the CEO/board of directors of the company. Rather any such unwarranted emails would be classified as spam and the Company may take appropriate legal actions against such acts of spamming.

Disclaimers

"Applicable taxes levied as per extant tax laws shall be deducted from the premium or from the allotted units as applicable."

IndiaFirst Life Insurance Company Limited, IRDAI Regn No.143, CIN: U66010MH2008PLC183679, Address: 12th & 13th floor, North [C] Wing, Tower 4, Nesco IT Park, Nesco Center, Western Express Highway, Goregaon (East), Mumbai – 400 063. www.indiafirstlife.com, SMS <LIFE> to 5667735 SMS Charges apply. Toll free No – 1800 209 8700. Trade logo displayed above belongs to Our promoter M/s Bank of Baroda and is used by IndiaFirst Life Insurance Co. Ltd under License.

Annexure B - List of Ombudsmen

Office of the Insurance Ombudsman - Ahmedabad Jeevan Prakash Building , 06th Floor, Tilak Marg, Relief Road, AHMEDABAD- 380001 Tel. 079- 25501201/02/05/06 Email: bimalokpal.ahmedabad@ecoi.co.in Area of Jurisdiction - Gujarat, Dadra & Nagar Haveli, Daman and Diu	Office of the Insurance Ombudsman – Bhopal Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, BHOPAL – 462 003.Tel.: 0755 - 2769201 / 2769202 Fax: 0755 – 2769203 Email: bimalokpal.bhopal@ecoi.co.in Area of Jurisdiction - Madhya Pradesh & Chhattisgarh
Office of the Insurance Ombudsman - Bhubaneshwar 62, Forest Park, BHUBNESHWAR – 751 009. Tel.: 0674 - 2596461 /2596455 Fax: 0674 – 2596429 Email: bimalokpal.bhubaneswar@ecoi.co.in Area of Jurisdiction - Odisha	Office of the Insurance Ombudsman – Chandigarh S.C.O. No. 101, 102 & 103, 2nd Floor, Batra Building, Sector 17 – D, CHANDIGARH – 160 017. Tel.: 0172 - 2706196 / 2706468 Fax: 0172 – 2708274 Email: bimalokpal.chandigarh@ecoi.co.in Area of Jurisdiction - Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir, Chandigarh
Office of the Insurance Ombudsman - Chennai Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI – 600 018. Tel.: 044 - 24333668 / 24335284 Fax: 044 – 24333664 Email: bimalokpal.chennai@ecoi.co.in Area of Jurisdiction - Tamil Nadu, –Pondicherry Town and Karaikal (which are part of Pondicherry)	Office of the Insurance Ombudsman – New Delhi 2/2 A, Universal Insurance Building, Asaf Ali Road, NEW DELHI – 110 002. Tel.: 011 - 23239633 / 23237532 Fax: 011 – 23230858 Email: bimalokpal.delhi@ecoi.co.in Area of Jurisdiction – Delhi
Office of the Insurance Ombudsman - Guwahati Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, GUWAHATI – 781001 (ASSAM). Tel.: 0361 - 2132204 / 2132205 Fax: 0361 – 2732937 Email: bimalokpal.guwahati@ecoi.co.in Area of Jurisdiction - Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh,Nagaland and Tripura	Office of the Insurance Ombudsman – Hyderabad 6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, HYDERABAD - 500 004. Tel.: 040 - 65504123 / 23312122 Fax: 040 – 23376599 Email: bimalokpal.hyderabad@ecoi.co.in Area of Jurisdiction - Andhra Pradesh, Telangana, Yanam and part of Territory of Pondicherry
Office of the Insurance Ombudsman - Ernakulam 2nd Floor, Pulinat Bldg., Opp. Cochin Shipyard, M. G. Road, ERNAKULAM - 682 015. Tel.: 0484 - 2358759 / 2359338 Fax: 0484 – 2359336 Email: bimalokpal.ernakulam@ecoi.co.in Area of Jurisdiciton - Kerala, Lakshadweep, Mahe – a part of Pondicherry	Office of the Insurance Ombudsman – Kolkata Hindustan Bldg. Annexe, 4th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340 Fax : 033 – 22124341 Email: bimalokpal.kolkata@ecoi.co.in Area of Jurisdiction - West Bengal, Sikkim, Andaman & Nicobar Islands
Office of the Insurance Ombudsman - Lucknow 6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, LUCKNOW - 226 001. Tel.: 0522 - 2231330 / 2231331 Fax: 0522 – 2231310 Email: bimalokpal.lucknow@ecoi.co.in Area of Jurisdiction - Districts of Uttar Pradesh : Laitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhabdra, Fatehpur, Pratapgarh, Jaunpur,Varanasi,Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli,Sravasti, Gonda, Faizabad, Amethi,Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur,Maharajgang, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar	Office of the Insurance Ombudsman – Noida Bhagwan Sahai Palace, 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddh Nagar, UTTAR PRADESH (U.P.) - 201301. Tel.: 0120-2514250 / 2514252 / 2514253 Email: bimalokpal.noida@ecoi.co.in Area of Jurisdiction - State of Uttaranchal and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kanooj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautam Buddh Nagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur

Office of the Insurance Ombudsman - Jaipur Jeevan Nidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, JAIPUR - 302 005. Tel.: 0141 - 2740363 Email: bimalokpal.jaipur@ecoi.co.in Area of Jurisdiction – Rajasthan	Office of the Insurance Ombudsman – Pune Jeevan Darshan Bldg., 3rd Floor, C.T.S. Nos. 195 to 198, N.C. Kelkar Road, Narayan Peth, PUNE – 411 030. Tel.: 020-41312555 Email: bimalokpal.pune@ecoi.co.in Area of Jurisdiction - Maharashtra, Area of Navi Mumbai and Thane excluding Mumbai Metropolitan Region
Office of the Insurance Ombudsman - Bengaluru Jeevan Soudha Building, PID No. 57-27-N-19 Ground Floor, 19/19, 24th Main Road, JP Nagar, Ist Phase, BENGALURU – 560 078. Tel.: 080 - 26652048 / 26652049 Email: bimalokpal.bengaluru@ecoi.co.in Area of Jurisdiction – Karnataka	Office of the Insurance Ombudsman – Mumbai 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), MUMBAI - 400 054. Tel.: 022 - 26106552 / 26106960 Fax: 022 - 26106052 Email: bimalokpal.mumbai@ecoi.co.in Area of Jurisdiction – Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane
Office of the Insurance Ombudsman – Patna 1st Floor, Kalpana Arcade Building, Bazar Samiti Road, Bahadurpur, PATNA – 800006 Tel No: 0612-2680952 Email id : bimalokpal.patna@ecoi.co.in. Area of Jurisdiction - Bihar, Jharkhand	

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